



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
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CONSUMER PROTECTION DIVISION
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Press Release

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**ATTORNEY GENERAL DARRELL MCGRAW
ANNOUNCES SETTLEMENT WITH CROSSRHODES
ENTERTAINMENT, PROMOTER OF B.B. KING CONCERT**

Attorney General Darrell McGraw announced today that he has obtained a settlement from CrossRhodes Entertainment ("CrossRhodes"), a New York concert promoter which sponsored a B.B. King concert at the Charleston Municipal Auditorium on February 16 of this year. The weekend of the concert, severe winter storms struck many areas of the Mountain State, and extremely hazardous road conditions prevented travelers from using the concert tickets they had purchased. When stranded ticket holders made requests for refunds, they were refused.

Attorney General McGraw's Consumer Protection Division contacted the promoter, asking the company to provide relief to consumers who paid for tickets in advance only to be stranded by the winter storm. Eventually, CrossRhodes cooperated with the Attorney General's office, and agreed to provide a 75% refund of the ticket price for any consumer who could not make it to the concert because of the February 16 storm. In the alternative, consumers can ask for vouchers for free tickets to see any show promoted by CrossRhodes, anywhere in the U.S.

In order to receive a refund or ticket voucher, ticket purchasers must follow these procedures:

1. By October 2, 2003, you must contact Patti Bauer at CrossRhodes Entertainment at the following address, fax number, or email address:

CrossRhodes Entertainment
ATTN: PATTI BAUER
Route 352, P.O. Box 15
Big Flats, NY 14814

OR

Fax: (607) 562-3412;

OR

Email: Crossrhodes@stny.rr.com;

2. Request that CrossRhodes send you a claim form; and

3. Within thirty (30) days of receiving your claim form, you must send your completed claim form back to CrossRhodes, along with your original tickets.

Some consumers never picked up tickets they had paid for in advance. Those individuals do not have to send CrossRhodes a ticket, since CrossRhodes already has their tickets. However, ANY consumer who wants a refund or voucher must contact CrossRhodes and submit claim forms within the required time. Also, ticket holders who have already filed complaints with the Attorney General's office, the Municipal Auditorium, or the City of Charleston may skip the first step, and should be receiving claim forms from CrossRhodes in the next few weeks.

The weekend of the concert, storms blanketed West Virginia in snow and ice, cutting power lines and creating serious road hazards. A state of emergency was declared, and motorists were warned to stay off roadways unless travel was absolutely necessary. Some motorists interpreted the declaration to prohibit access to public highways or thought they would be stopped by police if they ventured onto icy roads unnecessarily. Some consumers called the ticket office all day, with no firm answer as to whether the concert would proceed. At the last minute, it was decided that the concert would go on, but many ticket holders were from outlying areas and could not make it to the show on time. Reportedly, the storm caused an entire one-third of the 1,600 ticket purchasers to stay home.

If consumers have questions regarding the refund procedure, they can call the Attorney General's Consumer Protection Hotline at (800) 368-8808.

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